

<p>Substitute for Form 1449A & B/PTO</p> <p>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p> <p>(use as many sheets as necessary)</p>		<p><i>Complete if Known</i></p> <table border="1"> <tr> <td>Application Number</td> <td>Not Assigned</td> </tr> <tr> <td>Confirmation Number</td> <td>Not Assigned</td> </tr> <tr> <td>Filing Date</td> <td>November 24, 2003</td> </tr> <tr> <td>First Named Inventor</td> <td>Jon Alfons Albert BOUWEN</td> </tr> <tr> <td>Art Unit</td> <td>Not Assigned</td> </tr> <tr> <td>Examiner Name</td> <td>Not Assigned</td> </tr> <tr> <td>Attorney Docket Number</td> <td>Q78296</td> </tr> </table>		Application Number	Not Assigned	Confirmation Number	Not Assigned	Filing Date	November 24, 2003	First Named Inventor	Jon Alfons Albert BOUWEN	Art Unit	Not Assigned	Examiner Name	Not Assigned	Attorney Docket Number	Q78296
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		M. A. Prunty, "CTI and the Web-Enabled Call Center" ANNUAL REVIEW OF COMMUNICATIONS, National Engineering Consortium, Chicago, IL, US, Vol. 51, 1998, pp. 799-802-, XP000793182	Yes

Examiner Signature	/Redentor Pasia/	Date Considered	05/30/2007
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